

What Is Claimed Is:

- 5 1. A method for facilitating a call related to a computer activity, comprising:  
identifying a first occurrence of a computer activity involving a user;  
identifying a first occurrence of a call activity associated with a call  
identifier and involving the user;  
associating the computer activity with the call activity;  
recognizing a second performance of the computer activity involving the  
user;  
10 anticipating a second occurrence of the call activity based on the second  
performance of the computer activity;  
providing, via a user-computer interface, a call activity trigger associated  
with the anticipated call activity; and  
placing, for the user, a call having the call identifier in response to a  
15 selection of the call activity trigger.
2. The method of claim 1, wherein the call activity includes directing a call to a  
user.
- 20 3. The method of claim 1, wherein the call activity includes transmitting a call.
4. The method of claim 1, wherein the call activity includes placing a call.
5. The method of claim 1, wherein the call activity includes directing a call from a  
25 user.
6. The method of claim 1, wherein the call identifier is a caller's name.
7. The method of claim 1, wherein the call identifier is a calling number.

8. The method of claim 1, wherein the call identifier is an ANI.

9. The method of claim 1, wherein the call identifier is a callee's name.

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10. The method of claim 1, wherein the call identifier is a called number.

11. The method of claim 1, wherein the call identifier is an a DNIS.

10 12. The method of claim 1, further comprising obtaining information regarding the  
call activity.

13. The method of claim 1, further comprising obtaining information regarding the  
user activity.

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14. The method of claim 1, further comprising storing information regarding the call  
activity.

15. The method of claim 1, further comprising storing information regarding the  
20 user activity.

16. The method of claim 1, further comprising analyzing information regarding the  
call activity.

25 17. The method of claim 1, further comprising analyzing information regarding the  
user activity.

18. The method of claim 1, further comprising statistically analyzing information  
regarding the call activity.

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19. The method of claim 1, further comprising statistically analyzing information regarding the user activity.

5 20. The method of claim 1, further comprising relating the user activity to the call activity.

21. The method of claim 1, further comprising creating the user activity trigger.

10 22. The method of claim 1, further comprising associating the user activity trigger with the call identifier.

23. The method of claim 1, further comprising formatting the user activity menu item.

15 24. The method of claim 1, further comprising rendering the user activity trigger.

25. The method of claim 1, further comprising detecting selection of the user activity trigger.

20 26. The method of claim 1, wherein the user activity trigger includes a menu item.

27. The method of claim 1, wherein the user activity trigger includes a button.

28. The method of claim 1, wherein the user activity trigger includes a link.

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29. The method of claim 1, wherein the user activity trigger includes a macro.

~~30.~~ A computer-readable medium storing instructions for activities comprising:  
identifying a first occurrence computer activity involving a user;

identifying a first occurrence of a call activity associated with a call  
identifier and involving the user;  
associating the computer activity with the call activity;  
recognizing a second performance of the computer activity involving the  
5 user;  
anticipating a second occurrence of the call activity based on the second  
performance of the computer activity;  
providing, via a user-computer interface, a call activity trigger associated  
with the anticipated call activity; and  
10 placing, for the user, a call having the call identifier in response to a  
selection of the call activity trigger.

31. An apparatus for facilitating a call related to a computer activity, comprising:  
means for identifying a first occurrence computer activity involving a  
15 user;  
means for identifying a first occurrence of a call activity associated with  
a call identifier and involving the user;  
means for associating the computer activity with the call activity;  
means for recognizing a second performance of the computer activity  
20 involving the user;  
means for anticipating a second occurrence of the call activity based on  
the second performance of the computer activity;  
means for providing, via a user-computer interface, a call activity trigger  
associated with the anticipated call activity; and  
25 means for placing, for the user, a call having the call identifier in  
response to a selection of the call activity trigger.

32. A user interface for facilitating a call activity related to a computer activity,  
comprising a call trigger rendered in response to the computer activity, the call

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trigger associated with a call identifier and selectable to cause the placement of the call.

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